

IT Professional Technical Services Master Contract Program T#:902TS

Statement of Work (SOW) For Technology Services Issued By

Minnesota Department of Human Services

Project Title: **Staff Augmentation for IT Professional Technical Services**

Service Category: **Web Applications Specialist - .NET/ASP**

Business Need

The Minnesota Department of Human Services (DHS) through the Continuing Care Administration (CCA) seeks a Web Applications Specialist - .NET/ASP with the necessary skill sets to develop, test and deploy the last phases of the MnCHOICES assessment tool.

The Department of Human Services (DHS) began work in 2004, in collaboration with stakeholders, on a common tool and process for assessing individuals who are in need of long-term services and support, determining their eligibility for publicly funded programs, and developing individualized support plans.

From 2005 through 2007, the CCA worked to develop a comprehensive assessment tool and protocol to be used to assess people who may have long term care needs. This tool, also known as MnCHOICES (formerly COMPASS), is designed to replace existing eligibility and assessment tools used for programs administered by CCA within DHS. MnCHOICES will affect all participants in these programs, county social service agencies, and health plans providing continuing care services. Additionally, it will change a number of administrative and operational practices within DHS.

The MN Legislature approved funding for the full implementation of MnCHOICES during the 2009 session. Implementation of MnCHOICES ties to a number of policy and fiscal management changes authorized in the same legislation.

In the fall of 2013, the first phase of MnCHOICES will be released to production according to a graduated implementation plan. Shortly thereafter, two additional releases will be deployed, completing the MnCHOICES tool.

Release 1: Security, Workflow, Assessment and Assessment Summary, accessibility compliance
Release 2: Enhanced functionality to Release 1, performance and compliance reporting, audit trails, enhancements

Release 3: Generating the support plan (CSP/CSSP), integrating with MnCHOICES assessment, Rates Setting Tool, MnHelp.info and iLOG eligibility rule.

Staff provided by the selected Responder will support CCA and Social Services Information System (SSIS) staff, and other contracted business and Web Application Specialists to develop and implement Releases 2 and 3 of MnCHOICES.

Work on business rules will require a cooperative effort with other contractors that CCA will be using for other parts of the initiatives.

Project Deliverables

- MnCHOICES will provide the following features:
 - Workflow of the Assessment process from Intake to delivering a personalized support plan
 - Ability to perform Assessments without any Internet connection
 - A dynamic, person centered Assessment
 - Reporting and providing data for appeals, compliance and performance
- MnCHOICES will provide a central standardized Assessment process for multiple agencies and programs across the State of Minnesota
- Creation of state and county performance and compliance reports
- Technical specifications and development of CSP/CSSP (support plan)
- Integration with Waiver Provider Standards, the Rates tool, and MNHelp.info
- Technical system design documentation of Releases 2 and 3

Project Milestones and Schedule

- Project Start Date: **MnCHOICES began in 2009, this request is for services to begin July 1, 2013**
- Key deliverable dates: **see below**
- End Date: **June 30, 2014**

Finalize Person, Assignment and Intake modules	Development and technical testing	July – October 2013
Finalize Assessment/Reassessment	Assessment Development and summary	July – October 2013
Release phase 1	Finalize release 1, Rework from beta 3 testing Technical support	November 2013
HRA advanced, other enhancements	Development and technical testing of enhancements to release 1 modules	Spring 2014
SSIS Integration	Determine level of integration	Spring 2014
	Determine integration requirements	
	Build SSIS integration	
Security	Roles and Functions	Spring 2014
	Security Audit	
Compliance	Complete Compliance Audits	Spring 2014
	Complete Accessibility Audits	
Reporting	Determine Strategy and Requirements	Spring 2014
	Build Out Reporting functionality	

	Build reports	
Archiving/Retention Purging	Needs assessment	Spring 2014
	Requirements	
Testing	Test scripts	throughout
	Stress/capacity testing	
	UAT	
	Pilot readiness	
	Regression	
Training	Testers	January – June 2014
	State Staff/Help Desk	
Implementation	Plan	January 2014 – June 2014
	Production support	
	Migration	
	Post implementation support	
	Transition plan	
	Execute transition plan	

Project Environment (State Resources)

- Staff descriptions:
 - a) Project team includes 4 developers, 4 business analysts, 3 policy analysts, project owner and two project sponsors
 - b) Project Manager, Lisa Lazaretti
 - c) Staff Proficiency levels include ASP.NET,VB.NET,C#, SilverLight 5, MVVM, Entity Framework 4, WPF, Web Services Javascript
- Software Applications used:
 - Visual Studio 2010
 - Entity Developer
 - dotConnect for Oracle
 - SQL Developer
 - SQL Management Studio
 - Borland StarTeam
 - DevForce
 - DevExpress
 - Telerik
 - C#
- It is expected that selected vendor will work onsite at DHS Central Office locations. DHS will provide appropriate work space.

Agency Project Requirements

- MnCHOICES will be implemented in all 87 counties in Minnesota including Managed Care Facilities and Tribes.
- Implementation will include the training of DHS staff so they can maintain initiative after the contract is done.
- Technology must be in compliance with statewide Enterprise Architecture, Project Management Methodology and applicable industry/agency standards.
- The MnCHOICES tool and processes including the rules engine work that will be completed with this SOW must interface with SSIS, MMIS, SMI and other major systems

Responsibilities Expected of the Selected Vendor

- Provide a Web Applications Specialist who will:

- be responsible for the technical specifications, including rules documentation and Analysis, design, development of applications
- participate in planning, daily team standup meetings, sprint demos and retrospectives; complete development
- unit testing for work assigned during a sprint using a test driven approach and best practice coding techniques;
- drive debugging of critical issues and conduct code reviews when necessary;
- nonvisual access standards will be met/maintained;
- implement and Go-Live support Post-Live customization and on-going maintenance
- Unified Modeling Language (UML) modeling
- Provide DHS Project Manager with progress reports on a weekly basis
- Inform DHS Project Manager in a timely manner of risks to the milestone completion dates
- Knowledge transfer of system design and operation to DHS technical staff and architects

Required Skills

Required minimum qualifications:

- Silverlight 5 (3 years)
- C# (7 years)
- MVVM (3 years)
- Entity Framework 4 (3 years)
- SQL Server 2008 (2 years)
- Oracle 11g (2 years)
- Transact-SQL(2 years)
- Linq (2 years)
- XML (3 years)
- DevForce RIA Services (1 year)
- Web Services (5 years)
- Ilog Rules Engine Online and Offline (1 year)
- .Net, ASP (10 years)

Software experience required:

- Visual Studio 2010
- Entity Developer
- dotConnect for Oracle
- SQL Developer
- SQL Management Studio
- Borland StarTeam
- DevForce
- DevExpress
- Telerik

Desired Skills

- Working knowledge of the DHS MnCHOICES project
- Prior work with the Department of Human Services
- The ability to troubleshoot and debug others code
- Familiarity with WCAG 2.0 and experience developing accessible technology

Process Schedule

- Deadline for Questions 4:00 PM CDT 06/20/2013
- Anticipated Posted Response to Questions 4:00 PM CDT 6/21/2013.
- Proposals due 4:00 PM CDT 6/26/2013

- Anticipated proposal evaluation begins 06/27/2013
- Anticipated proposal evaluation & decision 06/28/2013

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 4:00 PM CDT 06/20/2013.

Name: Pam Erkel

Department: Continuing Care

Telephone Number: 651-431-2385

Email Address: Pam.Erkel@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 4:00 PM CDT 6/21/2013 (http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

- Business Need / Project Deliverables (10%)
- Web Applications Specialist Experience (50%)
- Three References (5%)
- Cost (30%)
- Extent to which services will be performed within the U.S. or by a WTO country company within its own borders (5%)

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

- Project Overview
- Detailed response to "Business Need"
 - a) Description of the vendor's understanding of the need and explanation of its proposed solution.
 - b) Explain how the project will meet the requirements.
 - c) For each "response," vendor would need to explain if its solution already meets the Business Need or would the solution have to be modified.
 - d) Include description of software/hardware configuration.
- Detailed response to "Project Deliverables"
- Detailed response to staff augmentation
 - a) Resume
 - b) Cost
- References: Provide three clients using the solution
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

- Response Information:
 - a) To whom to address the response : Pam Erkel
 - b) Where to respond : Pam.Erkel@state.mn.us
 - c) How to label the response: Response to IT Professional Technical Services Master Contract Program T#902TS #3165
- How to submit : email preferred
- Key dates:
 - a) Response due date 4:00 PM CDT 6/26/2013
 - b) Expiration date for the vendor's price/terms guarantee 07/26/2013
 - c) Any communication regarding this statement of work should be directed to Pam Erkel. No one else is authorized to provide information.
 - d) Vendors must submit candidate resumes directly to Pam Erkel by 4:00 PM CDT 6/26/2013. This may be done via an attachment to e-mail to Pam Erkel by the required time and due date.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the

State's award of a contract. In submitting a response to this SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part

1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.